

State of Idaho

Information Technology Resource Management Council

ITRMC Annual Report

2010

J. Michael Gwartney
ITRMC Chairman
Director and CIO, Dept. of Administration

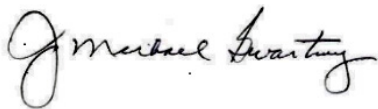
Foreword by the Chairman

As I reflect on the past year as Chairman of the Information Technology Resource Management Council, one thing that becomes clear is that this has been an exceptionally productive year for the Council and for the ITRMC Support Staff. Several long-term efforts have come to fruition, and most of these efforts came about with the active assistance of state agencies, reflecting a growing and welcome culture of participation and collaboration.

A key catalyst and marked evidence for this improved culture are the Agency contributions of time and money to make the Consolidated Messaging System a reality. Thanks to the hard work of personnel across several agencies, we have successfully migrated more than half of State agencies to the new Consolidated Messaging System. The CMS project has shifted the paradigm of what's possible for State IT and broken down long-standing barriers that prevented effective multi-agency efforts.

Along the way, we have instituted proactive processes for reviewing information technology budget requests and for reviewing and approving large-scale information technology projects. We have completed a major collaborative effort to deliver updated Statewide Aerial Imagery to state and federal agencies all across Idaho. We've also made significant improvements to critical infrastructure and key services, enhancing reliability and performance while significantly reducing costs. We've initiated a low cost/no cost security enhancement program that is making rapid progress in increasing security, and we've completed the first full year of implementation for the Idaho Education Network, which leverages telecommunications and video-teleconferencing technology to, quite literally, improve and expand education opportunities for all Idaho high school students.

We are looking forward to building on these successes in the coming years with new goals for how Idaho State government uses technology. We'll take a fresh look at how IT is governed and what organizational structure and processes are best suited for serving agencies and citizens in the next decade. With pride in what we've already accomplished and a confident eye to the future, I respectfully submit the ITRMC Annual Report.



J. Michael Gwartney
ITRMC Chairman

Council Members

GUBANATORIAL APPOINTMENTS

Chairman

Mike Gwartney Director & CIO
Dept. of Administration

Executive Agency Officers

Richard Armstrong Director
Dept. of Health & Welfare

Brig. Gen. Bill Shawver Director
Idaho Bureau of Homeland Security

Private Industry IT Executive

Dennis Gribble VP and CIO
Idaho Power Company

Public Safety Official

Col. Jerry Russell Director
Idaho State Police

State Agency IS Manager

Craig Potcher IT Bureau Chief
Dept. of Fish and Game

Local Government Rep.

Vacant Position
(**Tony Poinelli** Dep. Director
Idaho Association of Counties
January to August 2009)

Rural Interests Rep.

Jerry Piper Operations Manager
Cambridge Telephone Company

Public Safety Education Communication Governance Council Liaison

Steve Steiner Bureau of Homeland
Security (non-voting member)

EXECUTIVE BRANCH APPOINTMENTS

Legislative Branch

Sen. Les Bock Boise

Sen. Patti Anne Lodge Huston

Rep. Branden Durst Boise

Rep. Thomas Loertscher Iona

Judicial Branch

John Peay IS Director
Idaho Supreme Court

ELECTED OFFICIAL APPOINTMENTS

State Controller

Donna Jones

Superintendent of Public Instruction

Tom Luna

State Board of Education, Executive Director

Mike Rush

COUNCIL GOVERNANCE

The ITRMC reviews and evaluates IT and telecommunications systems, and prepares statewide IT and telecommunications plans.

The council was established in 1996, with statutory authority (67-5745). Following the philosophy of "central coordination with local agency control", the ITRMC establishes statewide IT and telecommunications policies standards, guidelines, and conventions to assure uniformity and compatibility of state agency systems.

The ITRMC identifies technology opportunities and facilitates state-wide programs, while monitoring these programs to ensure they are effective, beneficial, and utilized on a statewide basis.

ITRMC Staff

The ITRMC is supported by a team of experienced IT professionals who work in collaboration with state agency directors and IT management to assist agencies in planning for their respective IT needs.

The staff ensures that agency IT plans and large-scale projects are in harmony with the direction established by the State IT Strategic Plan and comply with the IT Policies,

Standards, and Guidelines as adopted by the council. In addition, the staff is responsible for development of the state's IT strategic plan, staffing support to the council, and the research and development of statewide IT applications. Accordingly, the ITRMC support staff is charged with facilitating the state's long-range, enterprise-wide technology planning efforts and initiatives.

Chief Technology Officer

Greg Zickau

(208) 332-1875 greg.zickau@cio.idaho.gov

Enterprise Applications and Customer Relations Manager

Bill Farnsworth

(208) 332-1878 bill.farnsworth@cio.idaho.gov

Chief Information Security Officer

Terry Pobst-Martin

(208) 332-1851 terry.pobstmartin@cio.idaho.gov

Geospatial Information Officer

Gail Ewart

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Enterprise Plans & Programs and Support Manager

Carla Casper

(208) 332-1853 carla.casper@cio.idaho.gov

Enterprise IT Infrastructure Manager

Michael Guryan

(208) 332-1877 michael.guryan@cio.idaho.gov

Administrative Assistant

Sally Brevick

(208) 332-1876 sally.brevick@cio.idaho.gov



Strategic Plan

Vision

Idaho citizens easily access information and services through technology.

Meeting demands and accommodating emerging technologies requires new management approaches. Idaho State Government is poised to capitalize on opportunities and build upon prior successes to improve the manner and form of digital services and information.

An information technology (IT) infrastructure that is robust, secure, and

reliable in its ability to support services and access to information can best be accomplished in a shared, organized manner. Idaho citizens and businesses view the State as a single enterprise, not as a collection of separate agencies. To make that view a reality, the State is adopting an enterprise approach to managing information technology.

GOALS

Simplify delivery of government services and information

Manage information technology from an enterprise perspective

Safeguard the privacy and confidentiality of information

Promote collaborative relationships among State agencies, public and higher education, and local governments

Establish best practices to procure information technologies and services

IT Executive Advisory Committee

ITEAC

Providing IT-related recommendations and comments concerning current and future IT plans, policies, standards and guidelines

Education

Dept. of Education – **Troy Wheeler**

Health and Human Service

Dept. of Health & Welfare – **Michael Farley**

Health Districts – **Margaret Ross**

Vocational Rehabilitation – **Bob Nertney**

Public Safety

Corrections – open position (previously Brad Alvaro)

Idaho Transportation Dept. – **Jon Pope**

Natural Resources

Dept. of Lands – **Dan Raiha**

Parks & Recreation – **Kevin Zauha**

Fish & Game – **Craig Potcher** (Chair)

Water Resources – **Glen Gardiner**

Economic Development

Dept. of Labor – **Eric Beck**

Industrial Commission – **Robert Butler**

General Government

Office of the CIO – **Greg Zickau** *

Div. of Purchasing – **Gregory Lindstrom** *

Tax Commission – **Rudy Zael**

State Controller's Office – **Steve Wilson** (Vice Chair)

Dept. of Insurance – **Beck Barton-Wagner**

Ent. Services Oversight Committee Chair – **Shannon Barnes** *

Local Government Representative

City of Boise – **Garry Beaty**

* non-voting member

Mission The ITEAC was established by the ITRMC to provide information technology business strategy recommendations to the ITRMC, enabling that council to develop a strategic technology vision for the State of Idaho.

The ITEAC is charged with monitoring changes in all communications technology, assessing the long-term impact of changes on the state's communications systems, and integrating the changes into the strategic plan (in conjunction with the OCIO).

Membership: The ITEAC consists of a Chairman and 16 senior IT managers. ITEAC members serve a two year term, but may serve consecutive terms and alternative agencies within an area of interest may be selected by the Chairman as needed. The ITRMC Staff are non-voting members of the ITEAC and will provide administrative support to the ITEAC.

Approvals: Recommendations, resolutions, or comments from the ITEAC may be approved by a majority of those in attendance at any scheduled meeting or meetings as called by the Chairman. A quorum of ITEAC members is required for the ITEAC to conduct business. Only appointed ITEAC members may vote. Designees may participate in the absence of the appointed member but do not have voting rights.

- ❖ The committee developed a matrix of 33 **POTENTIAL PROJECTS** for consolidation, collaboration, and/or cooperation. These projects cover the gamut of Information Technology initiatives statewide, but fall generally into the following categories:
 - Infrastructure (hardware, software, and services standards)
 - Networks (local and wide area)
 - Policy
 - Project Management and Process control
 - Disaster Recovery/Contingency Management
 - Technology Funding
 - Training
 - Common Services
- ❖ Updated and the **WEB PUBLISHING** Policy, Standard, and Guidelines
- ❖ Approved, in concept, the use of emerging **OPEN SOURCE TECHNOLOGIES** – further discussion required
- ❖ Realigned ITEAC priorities to better address **CHANGES** in information technology
- ❖ Addressed the need for conducting **BACKGROUND CHECKS** for those employees who have access to sensitive information. A recommendation was made to forward this responsibility for statutory review.
- ❖ Developed and approved recommendations on how best to **SECURE PUBLIC-FACING SERVERS** – requires ITRMC approval
- ❖ Approved a new statewide **VTC DIALING PLAN**, designed to effectively manage all the disparate videoconferencing solutions implemented statewide. This will provide agencies with a consistent and easy to follow directions on how best to communicate with other agencies.
- ❖ Reviewed and rejected a request to standardize on **CISCO NETWORK PRODUCTS**. The decision was made to review the standard and focus more on network capabilities and compatibility rather than vendor.
- ❖ Began the development of a **STANDARD OF ETHICS** – continuing
- ❖ Began the development of a clear definition of what constitutes a **“LARGE PROJECT”** – still in development
- ❖ Started to explore the potential for outsourcing services to emerging offerings such as **CLOUD COMPUTING** - This topic has the potential to have a significant impact on the way the State approaches services and could have a major impact on the current Consolidated Services efforts. It has the potential for making collaboration much easier, more robust, and lower overall cost. – more discussion and research required.

Fiscal Year 2010 was one of challenge and reward.

The committee met bi-monthly, just prior to each scheduled ITRMC meeting. 

Enterprise Services Oversight Committee

ESOC

Overseeing the development and operation of high quality, reliable statewide enterprise IT services provided by the Department of Administration

Shannon Barnes (Chair) Transportation Dept.
Carla Casper Office of the CIO
Brad Alvaro Dept. of Correction
John McAllister Dept. of Labor
Tom Peterman State Controller's Office
Landis Rossi Dept. of Health & Welfare
Becky Barton-Wagner Dept. of Insurance
Platt Thompson Analyze Soft Inc.
Greg Zickau State CTO and Ex-Officio member

Project Review Committee

Enabling collaboration, leveraging resources and managing the State IT Plan

Mike Guryan Office of the CIO
Greg Zickau Office of the CIO
Shannon Barnes Idaho Transportation Dept.
Craig Schumacher Idaho Transportation Dept.
Troy Wheeler State Dept. of Education

Major projects reviewed and approved by the Council over the past year

Idaho State University Enterprise Resource Planning
Transportation Department DMV Systems Modernization
Transportation Department Maintenance and Pavement System
PERSI IT System Replacement
Office of the CIO Idaho Consolidated Services
Office of the CIO Idaho Spatial Data Infrastructure Investment Review
Office of the CIO Data Loss Prevention Project
Office of the CIO IDANET Transition (progress review)
Department of Health & Welfare Benefit Eligibility System (progress review)

Access Idaho Steering Committee

Providing oversight of Idaho e-Government applications such as licensing, filing and renewals, reviewing agency licensing agreements with Access Idaho, the State's "portal" contractor

and **IDAHO.GOV**

Bill Farnsworth (Chair) Office of the CIO
Brett Richard Dept. of Labor
Tim Hurst Secretary of State's Office
Dave Tolman Transportation Dept.
Dave Taylor Dept. of Health & Welfare
Jeff Walker Access Idaho

The state launched its new website on February 23, 2009, following years of planning and months of development. While the most noticeable change is its fresh look and feel, the new site's more impressive impact comes from integrating several Web 2.0 technologies, including Twitter, Flickr, and YouTube. The new layout, graphics, and navigation make finding information easier. And the new Web 2.0 technologies provide citizens with innovative ways to interact with and stay informed about their government.



The redesigned homepage also serves as the web design standard for agencies to follow, thus ensuring a consistent look and feel among all state websites. This consistency is supported by ITRMC's newly-adopted Web Publishing Policies, Standards and Guidelines, in addition to handy templates that help agencies comply.

A host of other improvements are not so apparent: database-driven pages, new design technologies, and compatibility for further design changes allow faster and easier updates to state and agency pages.

Idaho Geospatial Committee

Providing policy-level
direction and promoting
efficient and effective
use of resources for
matters related to
geographic information

and the

IDAHO GEOSPATIAL OFFICE

Nick Nydegger (Chair) Idaho Military Division
Gail Eckwright University of Idaho
Gail Ewart Office of the CIO / Geospatial Office
Stephen Cox Dept. of Agriculture
Nancy Glen Idaho State University
Sean Harwood USDA Forest Service
Dennis Hill City of Pocatello
Diane Holloran HDR Engineers
Donna Phillips City of Haden
Donna Pitzer Bureau of Reclamation
Frank Roberts Coeur d'Alene Tribe
Scott Van Hoff US Geological Survey
Janeena Wing Idaho State Police
James Zehner Idaho County Assessor

The Geospatial Information Officer (GIO) leads the Idaho Geospatial Office within the OCIO and is a member of the Idaho Geospatial Committee (IGC). The IGC Chair and the GIO worked in concert to engage, prepare and support IGC members leading up to each recommendation to ITRMC. This is a summary of GIS coordination accomplishments in 2009.

Planning

The Strategic and Business Plans for Development and Deployment of Idaho's Spatial Data Infrastructure (ISDI) were approved by ITRMC in February. The business plan lays out initiatives in four phases over five years predicated on adequate resources. Despite the funding challenges, Idaho's statewide GIS community made progress on several tasks in Phase 1. The grant supporting the planning work was successfully closed in April 2009. ITRMC approved adding ISDI to the State's IT investment portfolio.

Enhanced Governance & Coordination

To further embrace the statewide scope of GIS coordination and the ISDI initiative, the IGC is modifying its governance structure by establishing an Idaho Geospatial Council for all active participants. An executive committee will provide decision-making and steering much like the IGC does today. A new executive order has been signed by Governor Otter, a transition plan is activated, and new bylaws are being drafted. The new governance structure is scheduled to be in place by June 30, 2010.

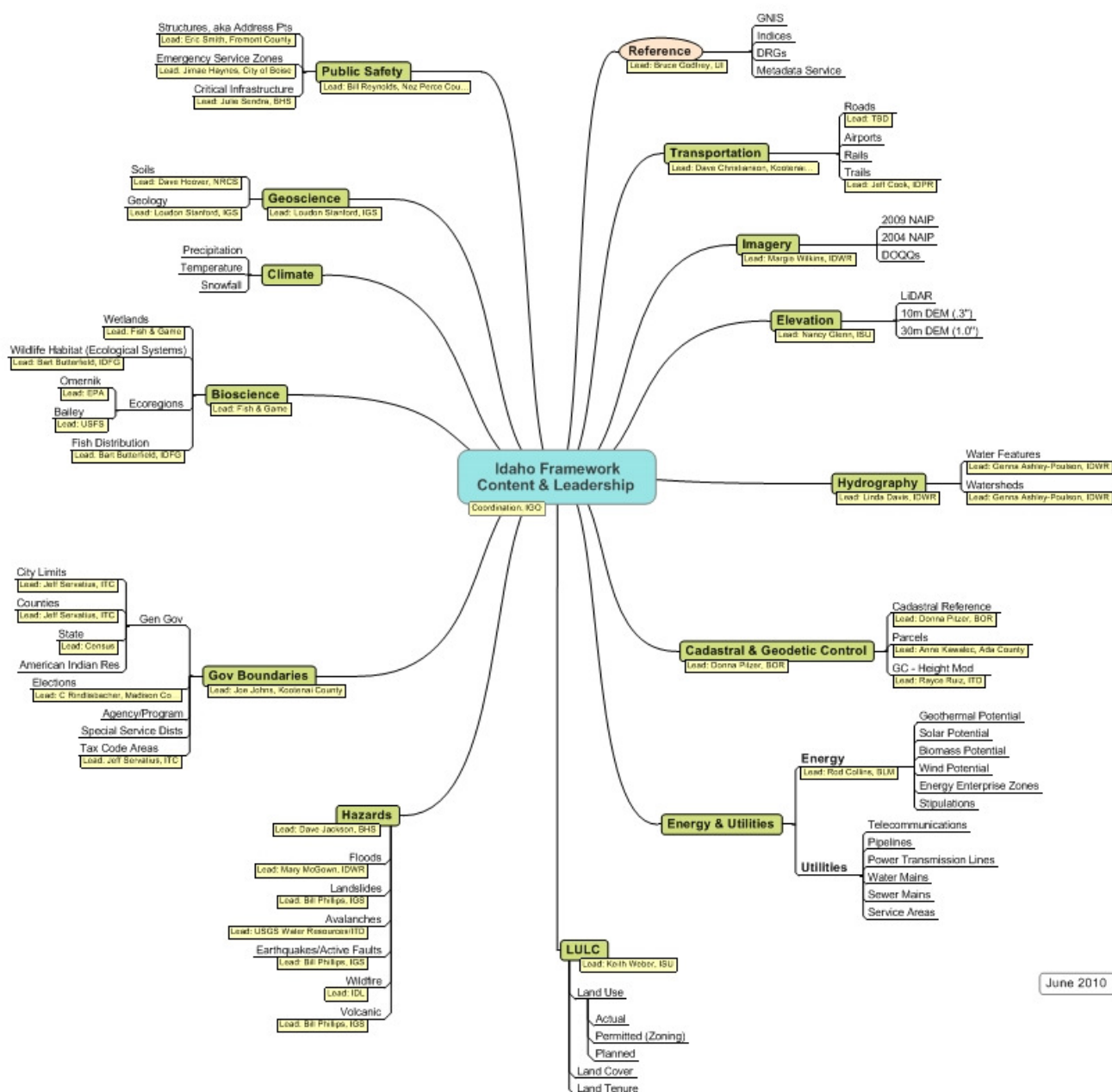
The GIO formed a State GIS Stakeholder Group to focus on state-agency issues and solutions. The group is working toward an Enterprise License Agreement with Environmental Research Systems Institute. Currently, State agencies have over five dozen customer numbers and over a thousand individual licenses, and frequently agencies have multiple customer numbers managed by individual sections and offices. If it is determined feasible and successfully implemented, an ELA will reduce license administration overhead, centralize GIS license administration, reduce financial barriers to initiating or growing GIS use in State government, and leverage investment in existing GIS licenses.

Keys to success are agency executive champions, workable governance structure, and adequate staff time to administer the enterprise license.

The last legislative session established spending authority for a Framework Coordinator in the Idaho Geospatial Office. Sufficient funds have been assembled to proceed. The Framework Coordinator will focus on supporting Framework Technical Working Groups in establishing Framework standards, developing Framework action plans, and forming stewardship circles to maintain the data perpetually.

Framework (statewide seamless, accessible, current base map data)

IGC reviewed and approved an augmented Framework for Idaho. This decision rounded out the bare bones content previously included and reflects the larger vision in the Strategic and Business Plans.




June 2010

Key to achieving Framework is establishing standards. The new Policy for Framework Standard Development and Template (P5030) paves the way. This policy sets out the basics of Framework standards content, sets out a process for developing a standard, and contains a template for a Framework standard. Already our first Framework standard is nearing establishment. This effort was spearheaded by local government stakeholders, City of Boise, City of Nampa and Ada County. A second standard is also in the works.

Another key to Framework is data management and maintenance by appropriate partners acting as stewards. Thus, Framework Stewardship began to take shape in Idaho, with programmatic and operational documents being drafted to guide stewardship implementation and incorporate best practices. Two types are essential for each element: source stewards and a Framework steward to integrate source geographies to form a single statewide dataset. The Bureau of Homeland Security made the first commitment as a Framework Steward for Structures, a key dataset for public safety and preparedness. We are grateful to Brig. Gen. Shawver for the commitment and for encouraging other agencies to do the same for Framework aligned with their mission. A USGS Cooperative Agreement Program award to the Department of Administration supports Structures Framework Stewardship.

Thirty-five partners combined resources to purchase aerial imagery for Idaho. The flights occurred this past summer, and the images are being processed into useable, accessible products and online services. The partners made collaborative decisions all along the way, and everyone will benefit. Final image products arrived in early 2010, with robust access and distribution by late spring. Partners are from state, federal, local, tribal, regional, business and higher education sectors. Idaho governments saved substantial time, money and carbon emissions with this single purchase. Use of the imagery will save countless hours and dollars in research, planning, travel and analysis. And since robust distribution and access will be primarily online, this design significantly reduces the need for purchasing servers and storage capacity at each location.

Broadband infrastructure is included in the Energy & Utilities theme. The OCIO led the State's effort to identify the best partner for mapping broadband availability and planning broadband build out and adoption in unserved and underserved areas of Idaho. When the mapping is complete, we'll have a Broadband Infrastructure map to add to ISDI. 

Outreach and Communications

The GIO, with help from partners around the state, organized and executed a successful GIS Week, featuring practical workshops, Framework meetings, regional GIS user group meetings, the Idaho Geospatial Forum, lively discussions, Framework and agency reports, Capitol Restoration presentation, and serious networking among far flung GIS professionals. This concentration of offerings was suggested by our north Idaho partners. We plan to make it an annual event.

Other outreach and education efforts included presentations before the Idaho Professional Land Surveyors, the Emergency Communications Commission, the Idaho Association of Counties, most county officials through district meetings, and at GIS conferences.

The statewide GIS community enlisted new champions and partners through a wide range of outreach activities. The community listserv membership now tops 400, a 25 percent increase in two years.

Idaho Consolidated Services

ICS

To date there have been 36 agencies transitioned to the Idaho Consolidated Services messaging system for a total of slightly over 1600 state employees. Still remaining to transition as part of this initial phase is the Potato Commission, Department of Finance, Department of Fish and Game, and Department of Transportation. The Division of Juvenile Corrections, Department of Lands, and Veterans Services are in discussions and preparing for transition.

Continued agencies participation will contribute to the project's long-term success and to an improved communication system that will serve Idaho at a reasonable cost. The system is performing well. The ICS system did not receive funding in the 2010 legislative session for further expansion, however the Department of Administration is working on sustaining those operational costs for 2011 that are not covered with the agency charge backs that will commence in 2011. The Enterprise Services Oversight Committee has developed a charge back model that is comparable or better than what other states have implemented with their consolidated efforts. The ICS cost model will be \$2.42 per month for a 250Mb mailbox if ICS provides Exchange CAL SA licensing and \$1.50 per month if the Agency has their own Exchange CAL SA licensing for fiscal year 2011. The ICS Operations subcommittee has completed the development of ITIL-based management procedures for Incident Management, Change Management, Problem Management, Release Management, and Configuration Management. The OCIO has implemented Incident and Change Management. These management processes are designed for the state-wide enterprise yet are generic enough for individual agencies to adopt them as the foundation for their own internal processes.

Agencies migrated to the ICS

Department of Administration
Arts Commission
Dairy Commission
Council on Developmental Disabilities
Real Estate Commission
Council on Domestic Violence
Endowment Fund Investment Board
Office of Drug Policy
Board of Nursing
Outfitters and Guides Licensing Board
Board of Accountancy
Board of Pharmacy
State Board of Education
Professional Engineers Licensing Board
Board of Dentistry
Commission on Hispanic Affairs
Bean Commission
State Independent Living Council
Rangeland Resource Commission
Women's Commission
Commission on Aging
Human Rights Commission
Occupational Licensing
Commission for the Blind and Visually Impaired
Board of Medicine
Species Conservation
Historical Society
Lava Hot Springs Foundation
Idaho Rural Partnership
Board of Tax Appeals
Wheat Commission
Department of Commerce
Division of Vocational Rehabilitation
Office of the Governor
Division of Financial Management
Division of Human Resources
Department of Insurance
Tax Commission

Enterprise IT Security and Business Continuity Committee

Developing, promoting and implementing a statewide IT security program, leading efforts to develop a statewide IT business continuity strategy and plan for recovery

Brig. General Bill Shawver (Co-Chair) Bureau of Homeland Security
Colonel Jerry Russell (Co-Chair) Idaho State Police
Greg Zickau Office of the CIO
Terry Pobst-Martin Office of the CIO

CYBER SECURITY UPDATES

Policy and Statute Development Though no new security policies were implemented since the last Annual Report, there has been some significant progress in some policy and standards development.

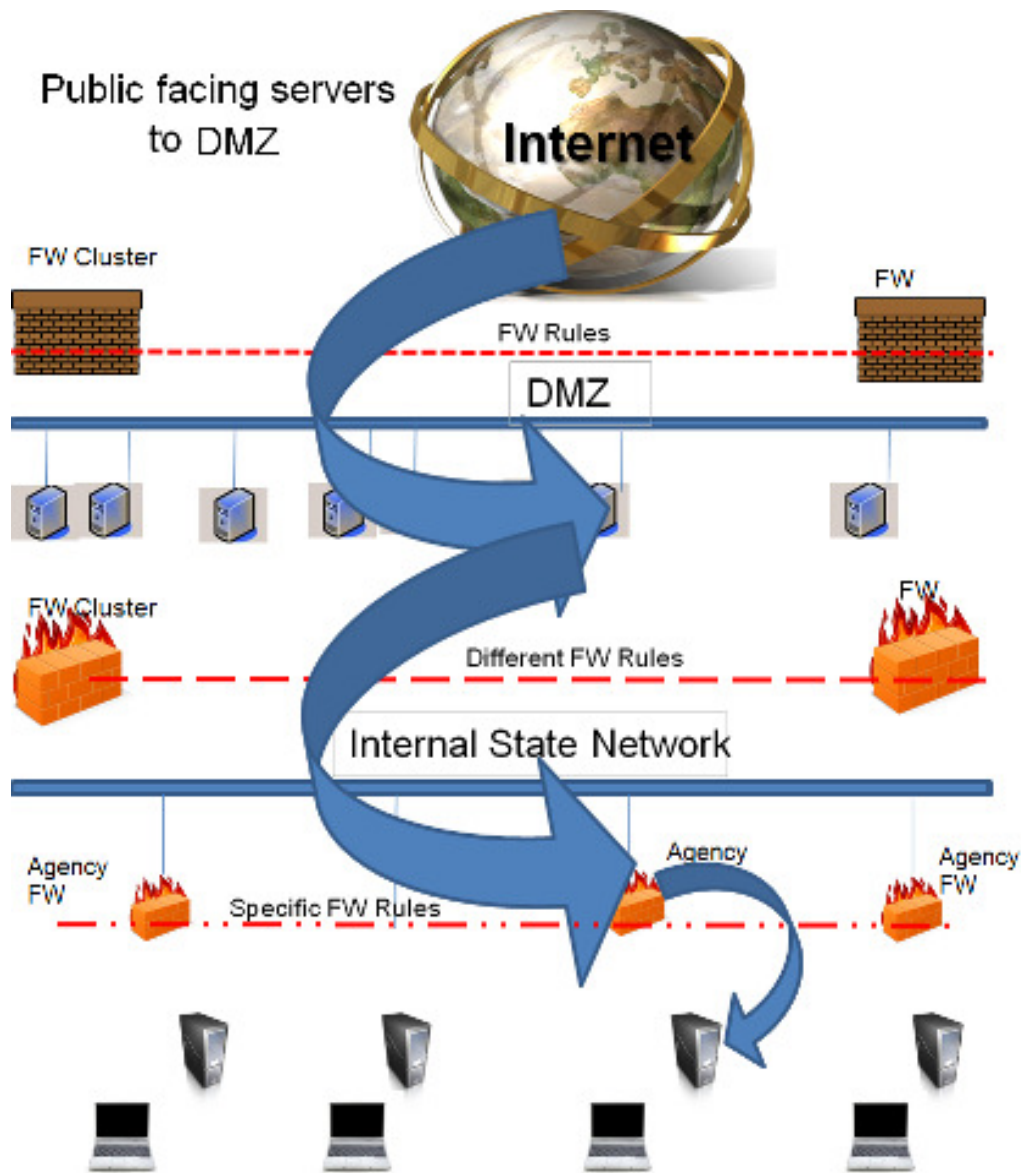
Criminal Background Checks As reported last year, we proposed a new ITRMC policy which would require criminal background checks for new IT personnel. After significant feedback from IT personnel and advice from background check experts, the ITRMC members agreed that a statute should be developed which would require all state employees with access to sensitive information to have a fingerprint-based background check. Developing a statute rather than an ITRMC policy allows the Federal check to be accomplished rather than an Idaho-only check, it is more accurate since it is based on fingerprints and other details rather than just a name; it will ensure that current employees are able to be checked as well; it ensures anyone who has access to sensitive information will be checked; it will also enable specific agencies to develop their own policies which may be stricter if necessary. Though most state IT personnel are worthy of the trust the citizens place in them, there may come a day when a malicious or disgruntled employee decides to take criminal advantage of the records to which they have access. A well-written statute will be one step in ensuring all state employees are worthy of our citizens' trust.

Learning and Security Implementation Cyber Security Seminars continued through the year, though some were replaced by other security training opportunities. For instance, the security team joined up with the Department of Homeland Security and the Idaho National Laboratory and provided six hours of focused training on Cyber and Control Systems security which includes training on how to use an assessment tool to evaluate the security of your network. Cyber Security Awareness sessions led to almost 500 state employees, 200 local government employees and over 100 other citizens getting focused training on how individuals can make a difference in securing information and the network.

The team evaluated some security technologies which enabled us to have a better idea on what security shortfalls the network has. Three Data Loss Prevention systems were evaluated in the summer of 2009 which showed that the state needs to implement some type of DLP solution when funds are available. Late in 2009, a FireEye evaluation led to the discovery of some bot-infected computers in the state and an effort to have the different agencies share the cost of the system. The poor economy may slow that acquisition. One other identified network requirement, an enterprise Web Filter, has proven too costly to acquire, but is planned for when funds are available.

Securing Public-Facing Webservers

Also reported last year, a standard was introduced which ensured public-facing webservers will be more secure and be moved to the state's DMZ rather than reside internally in agencies. Though the timeline for the changes was over three years, several agencies were very concerned about the cost and efforts to move and weren't sure any additional security called for such a large resource commitment. The poor economy added to the concerns about the requirement to make these changes. In order to address the issues raised by the agencies and to enable multi-agency collaboration on an approach, the Secure State Network Working Group was formed.



The Security Team was also asked to provide advice and support for some statute modifications in regard to agency requirements following a data breach. That is still ongoing.

Idanet Steering Committee

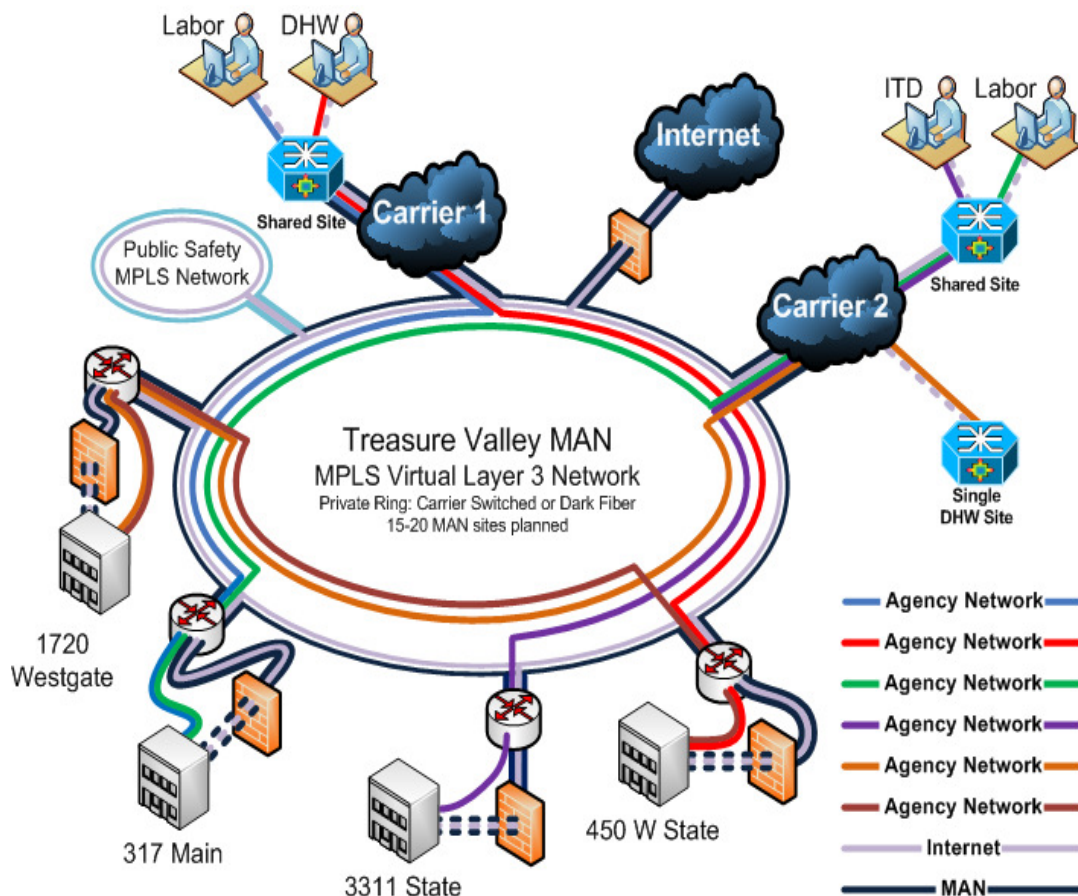
Providing business and strategic planning oversight for IDANET, the State's broadband digital telecommunications initiative

John McAllister (Chair) Dept. of Labor
Dave Tolman Idaho Transportation Dept.
Mike Guryan Office of the CIO
Michael Farley Dept. of Health & Welfare
Mike Seifrit Dept. of Juvenile Corrections

BACKGROUND

What are the State's data telecommunications needs?

- Wide Area Network **WAN**: ties regional/remote offices together and back to Boise (Qwest is primary technical vendor through IEN contract).
- Metropolitan Area Network **MAN**: ties Boise/Meridian/Caldwell offices together and to WAN and Internet (to be bid through RFP in 2010).
- Idaho Education Network **IEN**: program for education content and delivery, ties remote schools and districts together, connects them back to Boise and to the Internet and Internet2 (Qwest is primary technical vendor through IEN contract).
- **Internet**: access to and by the public for web services; current vendor is TW Telecomm.



What is Idanet? Idanet provides for **network connections** between State agencies and their regional offices (e.g. agency headquarters to field offices; State Liquor Division to its stores). Idanet also connects agencies to the State core network in Boise and through that network to essential services such as the State Controller's Office and the public internet.

Why are we moving from Idanet? The equipment is **getting old** and it's time to transition to more modern technology that is better suited to meet current and future needs. We are also seeking to reduce costs and improve the operational support of the State network.

Transition costs The Idanet Steering Committee set aside money for this transition, but the amount was limited to two months operating cash by the Statewide Cost Allocation Plan. The Departments of Administration and Labor added to these funds. The total funds available are approximately **\$490K** and will cover all central costs for transition.

Implementation This overall transition includes moving approximately **240 circuits** to the new service contract. The project is being orchestrated by Admin in addition to our daily operations. Several organizations have provided critical support including SCO, DHW, Labor and ITD.

far less
cost

slightly more
service

much better
support

	<u>Old Contract</u>	<u>New Contract</u>	<u>Difference</u>
<u>Total Bandwidth Purchased</u>	439.1 Mbs	444.2 Mbs	5.1 Mbs increase
<u>Estimated Annual Costs</u>	\$2,116,215	\$1,555,766	\$559,449 annual savings

much better
survivability

Telephone Consolidation and Agency Relocation into the Restored State Capitol

In an effort to reduce the number of duplicate stand-alone telephone and voicemail servers and local exchange facilities, we began telephone system consolidations in 2009.

During that year we completed the consolidation of three separate NEC 2000 telephone switches which combined telephone and voicemail servers supporting the Governor's Office, Div. of Financial Management, Div. of Human Resources, Lt Governor's offices, the Dept. of Administration, the Offices of Species Conservation, State Board of Education, Professional Technical Education, Idaho Vocational Rehabilitation (LBJ Office only), and the Dept. of Insurance Boise office.

We also expanded the initial project to include the Idaho Domestic Violence Council when they relocated into the Borah Building as well as the Grain Growers building, including the Wheat, Bean and Barley Commissions. In addition, throughout May and June 2010, we will be adding the Soil and Water Conservation Commission, Office of Energy Resources, the Idaho Dairy Commission and the Idaho Professional Engineers and Land Surveyors to the consolidated telephone system. We are also in the planning and cost analysis stages of adding the Boards of Dentistry and Nursing. With completion of these phases, the shared telephone and voicemail servers will be supporting 22 state agencies or commissions in

14 locations. We now have **600+ users** benefitting from these shared resources, which include:

- reduced cost of PSTN (public switched telephone network) access
- email/voicemail integration
- improved E911 services
- detailed real-time in/outbound, local and long distance call accounting detail
- improved/increased dedicated long distance access
- additional and/or new voice mail with support and maintenance resources for the shared telephone switch and voice mail
- in-house teleconferencing functionality

In addition to the continuing consolidation efforts, the OCIO Office coordinated the telephone equipment and facilities installation for all the agencies that relocated back into the restored capitol building. We worked with the Division of Public Works (DPW) to ensure all the necessary life safety and security services, requiring telephone facilities in order to pass building inspections, were installed in a timely manner. We also worked with DPW and the respective agencies to coordinate each stage of the moves into the Capitol including the Legislative Services Office, the House and Senate, State Treasurer, Secretary of State, and the offices of the Governor and Lt. Governor.

State Telecommunications 911 Policy

In 2008 new State Telecommunications 911 Policy P3040 was introduced and approved by the Council. This policy established a minimum standard for 911 calls made from State facilities with Multi-Line Telephone Systems (MLTS). In 2009 many agencies improved or installed new telephone systems and ongoing initiatives to consolidate are underway in the State. It continues to be critical to ensure that, while aggregating equipment and dial-tone facilities, we do not neglect to consider the impact on our ability to make 911 calls and that we deliver the correct response location of the caller to emergency responders. The CIO Office continually works with agencies installing new systems, consolidating offices or upgrading telephone systems to ensure compliance with the 911 Policy.

Video Teleconferencing

VTC

Under the umbrella of the Public Safety Education and Communication Governance Council (PSECGC), a VTC committee was formed at the end of 2008 to address the interoperability of VTC systems across state agencies. The committee is chaired by Greg Zickau of the OCIO with representation from the Military Division, the State Police, the Bureau of Homeland Security and the Department of Health and Welfare.

Committee Accomplishments

- 1) Created a **Video Phone Book** and posted to Intranet <http://conferencing.idaho.gov/>
 - Tested communication between agencies and the outside world
 - Continuing the education, socialization and best practices for VTC
 - Promoting regular testing if equipment is not frequently used
- 2) **Dial Plan**
 - Developed and ratified a **dialing plan standard** <http://itrmc.idaho.gov/psg/s3131.pdf> for registering, numbering and naming
- 3) **Video-teleconferencing bridge** in place enabling:
 - easy traversal to state bridge from inside the state network (initial goal at least to the Emergency Operations Center (EOC) network.)
 - established infrastructure to allow more ad hoc capability across the state
 - established interoperability between state agencies, Have established Connectivity between multiple levels of technology
- 4) EOC, OCIO et al arranged a number of **VTC demo sessions**

In addition to the VTC bridging initiatives, the Bridge hardware purchase and implementation was expanded to accommodate the replacement of an old, obsolete audio bridge for EMS. This included a transfer of \$88,000 in grant monies to increase the audio capability and capacity of the OCIO Bridge. We used the funds to expand the audio capabilities for the entire State, took over services of the EMS non-emergency customers and dedicated resources for EMS emergency *ad hoc* use. This reduces their ongoing annual contractual obligations by at least \$45K and they now pay only \$225 a month for the dedicated access plus their own usage. Since January 1 2010, the State Bridge has hosted 1,600 conference calls for 90,000 minutes.

Idaho Education Network

IEN

The IEN will become the statewide managed network solution connecting all public education institutions. It will deliver equal educational opportunities for students and communities.

There are **3 goals** that the Dept. of Administration constantly considers and diligently pursues

- utilize technology to facilitate comparable access to educational opportunities for all students
- lead the use of technology to delivery advanced high school curricula, concurrent college credit, and ongoing teacher training on an equitable basis throughout Idaho
- leverage statewide purchasing power for the IEN to promote private sector investment in telecommunications infrastructure that will benefit other technology applications such as telemedicine, telecommuting, telegovernment, and economic development.

Progress Summary

As work by both the State Department of Education and Department of Administration has progressed, there have been a number of important developments. Governance committees have been established and are meeting regularly to oversee all aspects of the implementation of IEN. Admin received \$3M in Federal stimulus funds to begin the physical implementation and was also successful in applying for Federal grants to fund specific aspects of IEN (e.g. video-conferencing equipment for many schools).

A key strategic element of the IEN implementation has been outsourcing as much work as appropriate. Outsourcing allows the State to keep government growth to the minimum necessary to oversee IEN and, most importantly, allows services to be bundled in such a way as to increase Federal subsidy of the work, rather than pay for services wholly through the general fund.

A schedule for connecting schools was established using methodology approved the governing committees, and the aggressive goal was established of connecting the initial schools by before the first Fall semester – just 60 days from fund availability! Those goals were met, with courses flowing across IEN that first semester. As more schools are connected, enthusiasm and opportunities within the education community continue to grow.

Funding Sources

By the end of Year 5, FY2014, over \$53 million will have been spent on IEN with only \$6 million coming from the state. How can this be? By leveraging a variety of private and federal dollars available for IEN.

For FY 2009-2010, IEN is using a combination of Federal funds for the program. Those funds include Federal stimulus, a variety of Federal grants, and the Federal E-Rate discount on telecommunications services. For FY 2011-2012, funds will include the generous donation of \$6M by the Albertson Foundation, continued Federal E-Rate discount, as well as additional grants pending successful application.

By FY 2013, the rollout of the initial phase of IEN to Idaho high schools will be complete and both Stimulus and Albertson Foundation money will be expended. At that point, there will be an ongoing operating expense of approximately \$3M that must be covered. One should bear in mind that thanks to the ongoing Federal E-Rate support the actual value of service purchased for the \$3M will be approximately \$9-10M. The expectation has been and remains that the State will fund the ongoing expenses beginning in FY 2013 from the general fund.

There has been, and remains, a broad consensus on the value of IEN. Both the consensus and the very real value derive from the clear evidence of what has already been achieved by Idaho schools using technology to increase student opportunities. That clear evidence inspires one with a vision of what is possible for all Idaho students.

But, as work progresses, there has also been a number of questions regarding the details of just how IEN will proceed, how much it will cost, who will pay, etc. In addition, there have been instances of incorrect information that continue to propagate within the education and service provider communities. Unfortunately, factually incorrect information has sometimes reached policy makers, causing understandable concern about the IEN program.

Given that IEN will have combined expenditures valued at \$25M over the next three years, it is understandable that a project of this magnitude, with its game-changing technological, financial and educational dynamics, would generate rumors and create anxiety as organizations and individuals adapt to the new environment or struggle to maintain relevancy.

As Admin continues to focus considerable energy on implementing IEN, there is little doubt that worries associated with any large change will arise from time to time. Accuracy and clarity will remain the best antidote for incorrect information, and Admin will work hard to provide clear and correct information on IEN.

As for the IEN program overall, the goals are laudable. In fact, the impact to Idaho students might well be ranked as one of the most important achievements for this generation of Idahoans. The challenges are substantial but surmountable. The implementation is deliberate and methodical. And, as with any worthwhile achievement, the results warrant the investment of time, effort and money.



Excerpts from the IEN Business Plan (February 2010), full copies available upon request from the Dept. of Admin:
sally.brevick@cio.idaho.gov or (208) 332 1876
<http://www.ien.idaho.gov/>

Achievement Awards

This year a total of **22 nominations** were received with entries in each of the **eight categories** of the 2010 ITRMC IT Achievement Awards.

WINNERS

DIGITAL GOVERNMENT APPLICATIONS **City of Boise** Finance & Administration Digital Services
IT PROJECT MANAGEMENT **Idaho State University** ERP Project
COLLABORATIVE PARTNERSHIP **City of Garden City** Plan Review
SECURING DIGITAL GOVERNMENT **University of Idaho** Computer Security Awareness Symposium
GIS PROFESSIONAL OF THE YEAR **Jimae Haynes** (City of Boise)
IT TECHNICIAN OF THE YEAR **Shad Jessen** (Boise State University)
APPLICATIONS DEVELOPER OF THE YEAR **Nancy Fauver** (PERSI)
IT MANAGER OF THE YEAR **Keven Lowe** (Liquor Division)

Also Nominated

Idaho Public Television: Idaho Legislature Live 2010
Office of the CIO: State of Idaho Web Templates
University of Idaho: Directory File, Print and Web Services Migration Project
Brian Bolt (Boise State University)
Greg Corlett (Dept. of Commerce)
Steve Grosz (Dept. of Commerce)
Brian Klemann (City of Boise)
Garrett Mapp (City of McCall)
Donna Phillips (City of Haden)
Donna Pitzer (Bureau of Reclamation)
Ray Polzin (PERSI)
Craig Rindlisbacher (City of Rexburg)
Mike Rusca (University of Idaho)
Eric Wing (City of Boise)

Executive summaries of the winning entries can be found at itrmc.idaho.gov